

IN THE TITLE

Please delete the current title of the invention and replace it with -- Automatic Call Center Agent Selection for Diverse Communication Networks --.

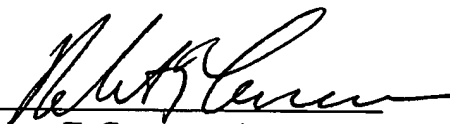
REMARKS

Applicants thank the examiner for consideration of the Request For Continued Examination filed July 10, 2002, and for the examiner's consideration and allowance of the claims contained therein. The present amendment is in response to the examiner's Ex Parte Quayle action in which the examiner stated that application is in condition for allowance except for two formal matters. Those matters have been addressed as suggested by the examiner.

CONCLUSION

Applicants respectfully suggest that the application is now in condition for allowance. In the event that additional issues arise, the examiner is invited to contact the undersigned at the number provided.

Respectfully submitted,  
Richard Frank Bruno  
Howard Paul Katseff  
Robert Edward Markowitz  
Bethany Scott Robinson  
Kenneth H. Rosen

By   
Robert T. Canavan, Attorney  
Reg. No. 37,592  
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Date: 12/10/02  
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IN THE UNITED STATES  
PATENT AND TRADEMARK OFFICE

**Applicant(s):** Richard Frank Bruno et al.

**Attorney Docket No.:** 112143

**No.:**

**Application No.:** 09/071,021

**Filing Date:** 05/01/1998

**Examiner Name:** Logsdon, J.

**Group Art Unit:** 2663

**Title:** Sharing of Voice-Switched Network and Internet Resources for Intelligent Session Processing

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SIR:

**REMARKS UNDER 37 C.F.R. § 1.8(b)**

The undersigned wishes to thank the Examiner for his courtesy in promptly returning the telephone call of October 8, 2003. In that telephone communication, the Examiner indicated that there is no record in the Patent Office file of an *Ex parte Quayle* Amendment filed by the Applicants on December 10, 2002 in response to the Official Action mailed October 2, 2002 (Paper No. 15).

The undersigned hereby informs the Examiner of the timely-filed Amendment, and has attached an additional copy hereto. Applicant notes that the transmittal accompanying that Amendment includes a Certificate of Mailing, signed by Lisa Heubach of AT&T, certifying that the correspondence was deposited with the United States Postal Service on December 10, 2003. A copy of a Return Postcard, including a USPTO stamp dated December 17, 2002 and listing the

amendment, is also attached hereto as further evidence that the Amendment was, in fact, timely filed.


The Examiner had set a shortened two-month statutory period for reply to the Official Action, ending on December 2, 2002. Applicant filed with the Amendment a Petition for a one-month extension of time and corresponding fee, extending the due date to January 2, 2003.

The undersigned, having drafted and signed the *Ex parte Quayle* Amendment of December 10, 2003, and the amendment having been mailed under the undersigned's direction, attests on a personal knowledge basis to the timely mailing of the Amendment.

Should the Examiner have any questions regarding the present case, the Examiner should not hesitate to contact the undersigned at the number provided below.

Respectfully,

By



Robert T. Canavan

Reg. No. 37,592

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805 Partridge Drive  
Bridgewater, NJ 08807

Date:

10/9/03

**VERSION WITH MARKINGS TO SHOW CHANGES MADE**

**In the Specification:**

The paragraph beginning at Page 2, Line 9 has been amended as follows:

Agent 5 can receive calls or sessions from a public Asynchronous Transmission Mode (ATM) network 7, from an Internet Protocol (IP) network 11 and from a circuit-switched telecommunications --network 14--.

**In the Title:**

Please delete the current title of the invention and replace it with  
--Automatic Call Center Agent Selection for Diverse Communication Networks--  
[Sharing of Voice-Switched Network and Internet Resources for Intelligent  
Session Processing]